

ADDITIONAL SHEET

CCR#: 04-0389

Rev: —

Originator: Maryellen Corbett

Telephone: 301-925-0703

Office: COTS

Title of Change: Release of Windows 2000 SP4 to DAACs for installation.

This delivery contains patch for Windows 2000 SP4, a change to the baseline for the Windows 2000 COTS product at all sites.

NCRs

None

The patch is to be installed on the following machines:

- EDC: e0dip05, e0dip07, e0dip08, e0dip12, e0msp08
- GSFC: g0dip03, g0dip07
- LARC: l0dip03, l0dip07, l0msp08
- NSIDC: n0dip04, n0dip07, n0msp08
- SMC: m0msp09, m0msp18
- PVC: p0dip04, p0dip05, p0msp08
- VATC: t1dpp02, t1dpp05

The patch was tested successfully. The following test report was provided:

Windows 2000 SP4 was successfully tested in the VATC on the t1dpp02 PC, and access to and operation of other COTS products on t1dpp02 were not affected by the SP4 upgrade. Testing was completed on July 28, 2004, using the procedures contained in Appendix A. The Legato Networker 7.1 Administrator and User GUIs were successfully launched. Sybase Central 3.2.0 was able to properly connect with the Replication Server Manager on t1acs06. WhatsUp Gold 8.01 was able to successfully be configured to detect and monitor VATC network devices and services. Remedy Administrator 5.01.02 (Patch 1289) was properly initiated on t1dpp02. No problems were found, and no NCRs were written.

INSTALLATION INSTRUCTIONS for Windows 2000 SP4

The following provides the installation and configuration procedures to install Windows 2000 SP4.

Prerequisites

- Windows 2000 is installed.
- CD media labeled “Windows 2000 Service Pack 4” is available

Uninstall Instructions

1. None

Installation Instructions

To install Service Pack 4 from the CD:

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1. Before you begin the installation, stop any real-time virus checkers that you have running.

This is important because if real-time virus checkers are running, they can cause problems with the installation.

2. Insert the Service Pack 4 CD into your CD-ROM drive. Wait a few moments.

Perform the following procedure:

- a. Click **Start**, click **Run** and then type the following:

Drive:/**w2ksp4_en.exe**

(*Drive* represents the drive letter associated with your CD-ROM drive)

- b. Press ENTER.
3. If Setup prompts you to run **w2ksp4_en.exe** or to save it to disk, click **Run this program from its current location**, and then click **OK**.
 4. Follow the instructions that appear in the Windows 2000 Service Pack 4 Setup Wizard.
 5. If you do not want to create backup files, select the **Do Not Archive Files** option when the Setup Wizard displays it.

Important

If you select **Do Not Archive Files**, you will not be able to remove SP4 later. We recommend that you create backup files.

6. Restart your computer, and then restart the virus checkers.

Custom Code Integration

None

Interrogation Checkout

None

Back-Out Instructions

If you chose to create backup files when you installed SP4, you can remove SP4 at any time and restore your computer to its previous state.

To remove Service Pack 4, use **Add/Remove Programs**:

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1. Click **Start**, point to **Settings**, and then click **Control Panel**.
2. Double-click **Add/Remove Programs**, click **Windows 2000 Service Pack 4**, and then click **Change/Remove**.
3. Follow the instructions that appear on the screen.
4. When you have completed this process, click **OK** to restart the computer.

Important

If you choose to remove SP4, a dialog box displays a list of the applications that you have installed since you updated Windows 2000 to SP4. If you continue to remove SP4, these applications might not work correctly.

Multiple descriptions for some applications might appear instead of a single generic description. You should ignore these additional descriptions.

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A.1 Test Procedures

Integration Plan and Test Procedure				
Legato Networker 7.1				
Int Test Plan No.:			Test Author: James Howard	
Title: Legato Networker 7.1				
CapId / NCR:				
Objective: Demonstrate how to launch the Legato Networker Administrator and User GUIs.				
L4 ID	Verif Method	L4 Text		
N/A	N/A	N/A		
Ticket ID		Type	Criteria ID	Criteria Text
N/A		N/A	N/A	N/A
Test Input Data: nwtest.txt , nwbackup.txt				
Data Set Name/Version		Description		Location
		Test Procedures		
Test Output: Recovered version of nwtest.txt file				
Step-By-Step Procedures				
Step No.	Input Action / Expected Results			Pass / Fail / Comments
	TEST PROCEDURE 1 Objective: Demonstrate how to launch the Legato Networker Administrator and User GUIs.			
	Assumptions: <ul style="list-style-type: none"> Legato Networker 7.1 is properly installed 			

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	Pre-Conditions: None	
	Test Steps:	
1	Launch the Networker Administrator GUI: Click Start , highlight Programs , highlight Networker Group , and select Networker Administrator . Networker Administrator GUI displayed within Windows environment.	P
2	Launch the Networker User GUI: Click Start , highlight Programs , highlight Networker Group , and select Networker User . Click Backup button. Networker Backup GUI displayed from Windows.	P
3	Exit NetWorker User GUI: Click File / Exit . The NetWorker User GUI is exited.	P
4	Exit the Networker Administrator GUI: Click File / Exit . The NetWorker Administrator GUI is exited.	P
Legato Networker 7.1 Test Ends		

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Title of Change: Release of Windows 2000 SP4 to DAACs for installation.

Int Test Plan No.: 12020	AT Test Mapping:	Test Author: Carol Lindsey
Title: Sybase Central 3.2.0		
CapId / NCR:		
Objective: Demonstrate how to start Sybase Central and connect to the replication server manager.		
L4 ID	Verif Method	L4 Text
N/A	N/A	N/A
Ticket ID	Type	Criteria
N/A	N/A	
Test Input Data: N/A		
Data Set Name/Version	Description	Location
	Test Procedures	
Test Output: N/A		

Step-By-Step Procedures		
Step No.	Input Action / Expected Results	Pass / Fail / Comments
	TEST PROCEDURE 1 Objective: Demonstrate how to start Sybase Central and connect to the replication server manager.	
	Assumptions: None	

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	<p>Pre-Conditions: Sybase Central, Replication Plug-In must be installed and configured on the PC.</p> <p>The following SQL Servers must be running: t1acs06_srvr</p> <p>The following Replication Servers must be running: t1acs06_r_srvr</p> <p>The following Replication Server Managers must be running: t1acs06_rsm_srvr</p>	
	Test Steps:	
1	<p>From the Start -> Programs -> Sybase folder -> Sybase Central</p> <p>Response: This will initialize and bring up Sybase Central</p>	P
2	<p>Select Tools -> Connect -> Sybase Replication Server</p> <p>Response: The connection to Replication Server Manager GUI is displayed.</p> <p>Click on the down arrow until t1acs06_rsm_srvr is displayed.</p> <p>Enter your SA User ID and password (password is null in this case)</p> <p>Scroll down to the Sybase Replication Server Section, look for the t1acs06_rsm_srvr</p> <p>Response: If connection was successful, cross for t1acs06_rsm_srvr turns blue.</p> <p>Double click on t1acs06_rsm_srvr</p> <p>The Users folder and Add server icon will appear on the right half of the screen</p>	P
Sybase Central 3.2.0 Test Ends		

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Test Procedure: WhatsUp Gold 8.01				
Int Test Plan No.:			Test Author: Jai Howard (Modified by M. Molinet.)	
Title:	WhatsUp Gold 8.01 Upgrade			
CapId / NCR:				
Objective:	Verify that WhatsUp Gold 8.01 can be configured to monitor network devices and services.			
L4 ID	Verif Method	L4 Text		
N/A				
Ticket ID		Type	Criteria ID	Criteria Text
None				
Test Input Data: • User input as specified in test procedures below				
Data Set Name/Version	Description		Location	
N/A				
Test Output: • Displays containing data as specified in the test procedures below				
Data Set Name	Description			
N/A				

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Step-By-Step Procedures		
Step No.	Input Action / Expected Results	Pass / Fail / Comments
	TEST PROCEDURE 1: Verify that WhatsUp Gold can discover network devices and set up a network map that has icons representing network devices. (Note: Test Procedure 1 was performed during the initial setup of WhatsUp Gold on the WhatsUp Gold PC. So this test procedure has already passed. However, a tester can run this test again and create another map if he/she so desires.)	
	Assumptions: WhatsUp Gold 8.01 has been installed on a PC that is connected to the LAN being used in this test.	t1dpp02
	Pre-Conditions: 1. Several devices (workstations, servers, routers, etc.) are active on the LAN. 2. There are some active services (DNS, FTP, HTTP, SMTP, etc.) on some of the devices.	
1	Login to the PC machine and execute WhatsUp Gold. Expected Results: WhatsUp Gold main window is displayed.	P
2	From the File menu, select the New Map Wizard option. Expected Result: the Device Discovery Introduction window is displayed.	P
3	Select Discover and Map Network Devices option. Click the Next button. Expected Result: the Device Discovery Methods window is displayed.	P
4	Select Discover your Network Using ICMP . Click the Next button. Expected Result: the IP Address Scan window is displayed.	P
5	Enter the [Start IP Address] and the [End IP Address] . Click the Next button. Expected Result: Services window is displayed.	P
6	Select several services (that is the type of services known to be on the devices). Click the Next button. Expected Result: WhatsUp Gold starts scanning. After scanning is completed, Scan Results window is displayed.	P

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7	Click the Finish button. Expected Result: Map showing an icon for each of the discovered devices is displayed.	P
8	Click File menu and select Save as option. Name the map, NetMonitor (note, this name is for testing purposes only; any name could be used). Expected Result: Map is saved.	P
9	Click the Map icon at the bottom of the screen. Expected Result: The Network map's devices are being actively polled by WhatsUp Gold. (polling is indicated by each device being highlighted with a square)	P
WhatsUp Gold 8.01 Test Ends		

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Integration Plan and Test Procedure		
Remedy Administrator 5.01.02 for PC		
Int Test Plan No.: C12500	Test Author: Alex Schuster	
Title:	Remedy Administrator 5.01.02 for PC	
CapId / NCR:	C12500: Remedy 5.01.02	
Objective:	<ul style="list-style-type: none"> Demonstrate how to start and log into Remedy Administrator 5.01.02 on PC 	
L4 ID	Verif Method	L4 Text
N/A		

Ticket ID	Type	Criteria ID	Criteria Text
N/A			
Test Input • User input as specified in test procedures below Data: • A sample set of trouble tickets already in the database			
Data Set Name/Version	Description	Location	
N/A			
Test Output: • Reports and displays containing data as specified in the test procedures below			
Data Set Name	Description		
N/A			

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Step-By-Step Procedures		
Step No.	Input Action / Expected Results	Pass / Fail / Comments
	TEST PROCEDURE 1 Demonstrate how to start and log into Remedy Administrator 5.01.02 on PC	
	Assumptions: <ol style="list-style-type: none"> 1. Remedy ARS v5.01.02 (with patch 1289) and Remedy User v5.01.02 (with patch 1301) are installed on two Sun test machines: a local (simulated DAAC) machine and a remote (simulated SMC one). The Remedy installation directory will be referred to as <ar_install_dir>. 2. Remedy Administrator v5.01.02 is installed on a Windows 95, 97, NT, or Windows 2000 machine. 3. Remedy is properly configured to use Sybase as its RDBMS. 4. The appropriate Sybase server is running on the Remedy machine and was started with the \$SYBASE environment variable set. 5. The ARSystem database exists. 	
	Pre-Conditions: <ol style="list-style-type: none"> 1. User is logged into the Remedy Administrator PC machine. 2. User is registered in Remedy with at least administrator privileges. 3. User has established a directory for user-specific configuration files, typically "/home/<userid>/arHome". This directory will be referred to as the <ar_config_dir>. 4. User has placed ECS' custom Remedy macros in an <ar_config_dir>/arcmds directory if they have not been placed in <ar_install_dir>/arHome/arcmds. 	
1	Start Remedy Administrator. On the Remedy Administrator PC, do the following: Select Start -> Programs -> Action Request System -> AR System Administrator from your Windows display. A Remedy Administrator window is displayed. Depending on system configuration, a Login screen might also be displayed.	P

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2	<p>Log in to Remedy.</p> <p>Unless a Login screen is already displayed, do the following at the Remedy Administrator Tool screen:</p> <p> Select Tools -> Login from the screen's menu.</p> <p>The Login screen is displayed.</p> <p>At the Login screen, type the following:</p> <p> User Name: <<i>your Remedy userid</i>></p> <p> Password: <<i>your Remedy password, if any</i>></p> <p> Click the OK button.</p> <p>Remedy accepts your login and the login screen is removed.</p> <p>At the Remedy Administrator screen, confirm the correct version of the tool by doing the following:</p> <p> Select Help -> About Remedy Administrator from the screen's menu.</p> <p>The About Remedy Administrator screen is displayed and indicates the correct version (i.e., 5.01.02 (Patch 1289)).</p> <p>Close the About Remedy Administrator screen by doing the following:</p> <p> Click the OK button.</p> <p>Remedy removes the screen.</p>	P
Remedy Test Ends		

A.2 NCRs

None